GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2180
ANSWERED ON:02.12.2002
MISBEHAVIOUR BY AIRPORT OFFICIALS
ALE NARENDRA

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether complaints of misbehaviour and harassment of foreign passengers at the hands of officials and employees at Amritsar Airport have been received;

(b) if so, steps being taken by the Government to ascertain the views and grievances of the affected persons;

(c) measures taken to discipline the erring employees; and

(d) the condition of passenger facilities at the Airport?

Answer

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI SHRIPAD YESSO NAIK)

(a) & (b) :- No complaint of misbehaviour and harassment of foreign passengers at the hands of officials and employees at Amritsar Airport has been received in recent times. However, suggestion / complaint boxes have been provided at airports. Besides, Public Grievances officers are designated at airports for redressing the grievances of passengers.

(c)Suitable disciplinary action is initiated against the erring employees, in case of default, negligence etc.

(d) The condition of passenger facilities at the Amritsar airport is satisfactory.